

JOANKNECHT Privacy Statement

1 Joanknecht

- 1.1 We are Joanknecht B.V. and its affiliated companies, with registered office at Beemdstraat 36, 5652 AB Eindhoven, the Netherlands, registered with the Dutch Chamber of Commerce under number 76976297 ("**Joanknecht**", "**we**", "**us**" or "**our**"). You can reach us by e-mail at info@joanknecht.nl and by phone at +31 40 844 70 00.
- 1.2 When you visit our websites <https://www.joanknecht.nl>, <https://www.joanknecht.com> and <https://werkenbijjoanknecht.nl/> ("**Websites**"), when you create an account, if you are a client or potential client and purchase services from Joanknecht, provide services to us, contact us or apply for a job with us, we process your personal data. For the processing of your personal data in respect of which we are the "Controller", we explain in this privacy statement ("**Privacy Statement**") why and how we process your personal data.
- 1.3 Not all our Websites use cookies. More information on the use of cookies can be found in our Cookie Statement.

2 Categories of personal data

- 2.1 When you visit our Websites, create an account, if you are a client or potential client and purchase services from us, provide services to us, apply for a job with us, we process your personal data. Below we inform you about the categories of personal data we may process by category of data subject.
- 2.2 Personal data relating to you that we may process includes:
- 2.3 "**contact data**" including billing address, postal address, e-mail address and phone numbers;
- 2.4 "**identity data**" including forename, surname, your image, username or similar identifier, marital status, title, date of birth, gender, your position, your employer or department;
- 2.5 "**financial data**" including details of bank accounts and other payment methods;
- 2.6 "**transaction data**" including data about payments to and from you and other data about services you have received from us;
- 2.7 "**profile data**" including your username and password, and preferences as saved/selected by you;
- 2.8 "**client data**" including information about how you use our services and Websites, as well as personal data which may include identity, contact, financial, transaction and profile data of you and/or your family members, beneficiaries, employees or employers, or other third persons about whom we are required to collect and process personal data by law, or under any agreements we have with you;
- 2.9 "**special categories of personal data**": Client data may contain special categories of personal when these are relevant to the services we provide;
 - "**HR data**" including details about your last salary and desired salary, any notes of a conversation, CV, employment history and qualifications;
- 2.10 "**marketing and communication data**" including your preferences for receiving marketing from us and your communication preferences. This may include information about events to which you or your colleagues are invited, and your personal data and preferences insofar as this information is relevant to the organisation and management of these events (for example, your dietary requirements, but excluding sensitive data); and

- 2.11 **“technical data”** including:
- 2.12 the Internet Protocol (IP) address used to connect your computer to the internet, your login details, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- 2.13 information about your visit to our Websites, such as the full Uniform Resource Locators (URL), clickstream to, through and from our Websites (including date and time), services viewed or searched for, page response times, download errors, duration of visits to certain pages, information about page interaction (such as scrolling, clicks and mouse-overs), methods used to leave a page, phone numbers used to call our switchboard and call-through numbers or social media handles used to get in touch with our employees. We collect this personal data by using server logs, cookies and other similar technologies. See our Cookie Statement for more information.

3 **Personal Data that may be processed**

- 3.1 **Visitors of the Websites** - When you visit our Websites we may process the following personal data:
 - 3.1.1 technical data;
 - 3.1.2 contact details; and
 - 3.1.3 identity data.
- 3.2 **Account Holders** - When you create an account through our Websites, we may process the following personal data:
 - 3.2.1 identity data;
 - 3.2.2 profile data; and
 - 3.2.3 technical data.
- 3.3 **New Clients** - When you become a client to purchase our services and we conduct client due diligence in that context, we may process the following personal data:
 - 3.3.1 contact details;
 - 3.3.2 identity data; and
 - 3.3.3 client data.
- 3.4 **Purchasers of Services** – When you are a client of ours and purchase services, we may process the following personal data:
 - 3.4.1 contact details;
 - 3.4.2 identity data;
 - 3.4.3 financial data;
 - 3.4.4 transaction data;
 - 3.4.5 client data; and
 - 3.4.6 special categories of personal data.
- 3.5 **Service Providers** - When you provide services to us, we may process the following personal data:
 - 3.5.1 contact details;
 - 3.5.2 identity data;

- 3.5.3 financial data; and
- 3.5.4 transaction data.
- 3.6 **Applicants** - When you apply for a position with us, we may process the following personal data:
 - 3.6.1 HR data;
 - 3.6.2 contact details;
 - 3.6.3 identity data; and
 - 3.6.4 financial data.
- 3.7 **Marketing and other communication** - For marketing and other communication, we may process the following personal data:
 - 3.7.1 identity data;
 - 3.7.2 contact details;
 - 3.7.3 technical data;
 - 3.7.4 marketing and communication data; and
 - 3.7.5 profile data.
- 3.8 **Visitors** - When you visit our offices, we may process the following personal data:
 - 3.8.1 identity data; and
 - 3.8.2 contact details.

4 Source of personal data

Depending on the purposes of processing, we collect and receive the personal data under 3 directly from you or the organisation you represent or from other third parties such as your employer, third parties we collaborate with, government agencies and/or public sources.

5 Purposes of the processing

- 5.1 Personal data as mentioned under 3 are processed for the following purposes:
 - 5.1.1 to offer you our Websites, to improve them and to measure your use of our Websites (see 3.1);
 - 5.1.2 to offer and promote our products and services to you, to the extent that you have consented to such data processing (see 3.2, 3.3 **Fout! Verwijzingsbron niet gevonden.**and 3.4);
 - 5.1.3 to receive services from you or to cooperate with you (see 3.5);
 - 5.1.4 to execute any other agreement between you and Joanknecht;
 - 5.1.5 for internal administrative purposes;
 - 5.1.6 to comply with our legal obligations, such as the tax retention obligation;
 - 5.1.7 to review your application (see 3.6);
 - 5.1.8 to protect our employees and assets (see 3.8);
 - 5.1.9 to handle any requests you have submitted to us.

6 Statutory grounds for the processing

6.1 The statutory grounds for the processing of personal data as listed under 3 are:

- 6.1.1 The necessity of the processing for the performance of the agreement to which you are a party or to take measures at your request prior to concluding the agreement (Article 6(1)(b) GDPR).
- 6.1.2 In order to meet all legal provisions applicable to us (Article 6(1)(c) GDPR).
- 6.1.3 The necessity of the processing to serve a legitimate interest of ours that outweighs your privacy interest, namely our interest to measure the use of the Websites, to protect our employees and assets, to improve our products and services and to promote our products and services to you (Article 6(1)(f) GDPR).
- 6.1.4 Your explicit permission to the processing of your personal data, insofar as no other legal basis applies (Article 6(1)(a) GDPR).

7 Retention periods

7.1 In principle, your personal data will not be kept longer than necessary for the purpose for which your data was collected, unless a legal obligation requires us to keep the data longer, such as the seven-year tax retention period.

8 Automated decision-making and profiling

8.1 We do not make decisions about you based solely on automated processing and do not engage in profiling.

9 Recipients of personal data

9.1 To the extent necessary for any of the above processing purposes, we share your personal data with third parties ("**recipients**"). The following categories of recipients may have access to your personal data:

- 9.1.1 Affiliated group companies, as necessary for compliance, internal reporting, audit or security purposes, or for the performance of an agreement with data subjects.
- 9.1.2 Our accountant, legal advisers and other professional service providers engaged by us.
- 9.1.3 Government bodies, District Courts, supervisory authorities, law enforcement or intelligence agencies, if we are required by law to provide personal data to them.
- 9.1.4 IT service providers we use for our systems or for our Websites.
- 9.1.5 Service providers we use to send you e-mails about our products and services.
- 9.1.6 Other business service providers who help us to perform the agreement with you.
- 9.1.7 Third parties buying or interested in buying Joanknecht or an interest therein and relevant professional service providers.

9.2 When transferring personal data to the categories of recipients listed above, we always strive to transfer as little personal data as possible.

9.3 The recipients that receive your data or have access to these personal data may also be located outside of the European Economic Area ("**EEA**"). When we transfer personal data for which we are responsible to countries outside the EEA (so-called "**third countries**"), we ensure that appropriate safeguards are in place. More specifically, we impose contractual obligations on the recipients of personal data to protect the personal data using the Standard Contractual Clauses (SCCs) as approved by the European Commission. We will assess in advance per case– if necessary with the help of the recipients in third countries – whether the legislation or practice of the third country affects the efficacy of the SCCs. In

those cases we will take additional measures to fill the gaps in the protection and bring it to the level required under EU legislation. At this time, Joanknecht does not transfer personal data to recipients located outside the EEA.

10 Security

10.1 Joanknecht is committed to securing the processing of your personal data by maintaining relevant organisational, technical and physical controls designed to protect your personal data from loss or theft, as well as unauthorised access, risk of loss, disclosure, copying, misuse or alteration. Therefore, we implement security measures where necessary and applicable, such as, but not limited to:

- 10.1.1 the pseudonymisation and encryption of personal data;
- 10.1.2 the ability to ensure the ongoing confidentiality, integrity, availability and resilience of the processing systems and services;
- 10.1.3 the ability to restore the availability of and access to the personal data in the event of a physical or technical incident in a timely manner; and
- 10.1.4 a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.

11 You have the right to object

- 11.1 You have the right to object to the processing of personal data because of your specific situation, but only insofar as this processing is carried out on the basis of one of our legitimate interests. We will then stop processing your personal data unless our interest in processing your data outweighs your interests or where our interest is related to the establishment, exercise or enforcement of a legal claim. In addition, you have the right to object to the processing of your personal data for direct marketing, for example to promote our products and services.
- 11.2 You can object to the processing of your personal data by sending an e-mail to info@joanknecht.nl, clearly describing your request. Please bear in mind that we need to establish your identity before we can respond to your request. The way we do this depends on your specific situation.

12 Other rights regarding the processing of your personal data

- 12.1 **Right of access** - You have the right to request access to the personal data we process about you, more specifically on the purposes, the categories of personal data concerned, the recipients and categories of recipients, the retention periods or criteria for establishing them, the source of the personal data and the appropriate safeguards in case of transfer of the data outside the EEA.
- 12.2 **Right to rectification of data and restriction of processing** - You have the right to have incorrect data we process about you rectified and to have incomplete data supplemented by us. In addition, upon your request, you have the right to have the data processing restricted in the following cases:
 - 12.2.1 If you dispute the accuracy of the data, you can request us to restrict the data processing during the period in which we verify the accuracy of the data.
 - 12.2.2 If the processing is unlawful and, instead of deleting the data, you request us to restrict the use of the data.
 - 12.2.3 In case we no longer need your personal data for the processing purposes, but you still need them to establish, exercise or substantiate a legal claim.
 - 12.2.4 If you have objected to the processing of your data and are waiting for our response as to whether our legitimate interests outweigh your interests.

12.3 **Right to have data deleted** - In the following cases, you have the right to have personal data deleted by us upon your request:

- 12.3.1 If we no longer need the data for the purposes for which it was collected or obtained.
- 12.3.2 If you have withdrawn your consent, insofar as your data is processed on the basis of consent, and we also have no other legal basis for processing your data.
- 12.3.3 If you have objected to the processing of your data and we have no overriding interest, or if you have objected to the processing of your data for direct marketing purposes.
- 12.3.4 If we need to delete personal data to comply with a legal obligation.

Please bear in mind that the above does not apply in all cases. We do not have to delete your personal data if we need them, for example, to establish, exercise or substantiate a legal claim.

12.4 **Right to data transfer** - If we process your personal data based on your consent or in the performance of an agreement with you and the processing is automated, you have the right to obtain your data from us or have us transfer it to a third party in a commonly used file format.

12.5 **Right to withdraw consent given** - If your personal data is processed on the basis of consent, you have the right to withdraw your consent. Please bear in mind that withdrawing your consent does not affect the data processing that took place before you withdrew your consent.

You can exercise all the above rights by sending an e-mail to info@joanknecht.nl with a clear description of your request. Please bear in mind that we need to establish your identity before we can respond to your request, The way we do this depends on your specific situation.

12.6 **Right to lodge a complaint** - If you disagree with the way Joanknecht processes your personal data, you have the right to lodge a complaint with the competent data protection authority.

13 Websites of third parties

13.1 This privacy statement does not apply to websites of third parties that are connected to our web shop through hyperlinks. We cannot guarantee that these third parties will handle your personal data in a responsible and secure manner. We recommend that you read the privacy statements of these websites before using them.

14 Changes to this privacy statement

14.1 We may change this Privacy Statement from time to time. We recommend that you consult this page regularly, so that you are aware of any changes to this Privacy Statement.

14.2 This Privacy Statement was last updated on January 1, 2026.